

Newton Free Library

City of Newton Performance Management
August 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Provide patrons with up-to-date and relevant collections and resources					
		Main Library circulation	149,617	142,533	7,084
2. Provide enhanced access to library resources and services					
		Percentage of circulation using Express Lane checkout	24	24	0
		Total log ins to library homepage	46,552	46,705	153
		% of time 14 sign up computers are in use	41	45	4
3. Serve as curator and partner in the pursuit of information, entertainment and culture.					
		Total visitors to the library	63,727	58,583	5,144
		Total programs	51	50	1
		Total patrons attending programs	1,708	1,300	408
		% of children's program attendees completely satisfied according to survey	100	95	5

Notes